Namita Thapar

A graduate with Rich experience as a International Cabin Crew with great organizations in Aviation. Along with experience in Sales for Luxury Market.

**Holding Valid Visa for USA.**

**Namitathapar@gmail.com**

Mobile : +91 9354641648

 : +91 9910053809

**Career Objective**

Possessing an enriched experience as a high profile cabin crew with skilled experience in customer handling and retention. I, strongly intend to pursue a career in the aviation industry.

I am a highly positive worker and willing to work as a key player in challenging & creative environment which will help me to explore myself & fully utilize my potential with high prospects for rewards and recognitions.

**Core Strengths**

➢ Following systematic approach towards problem solving and working. Work as a motivator to boost up the morale of colleagues

➢ Highly skilled expertise in the fields of In-flight Operations, Customer Relationship Management and Team Management.

➢ Adroit in ensuring delivery of high quality services to support customer's needs and achieving continuous high customer satisfaction.

➢ Skilled in managing teams to work in sync with the corporate objectives & motivating them for achieving business and individual goals.

➢ An effective communicator with excellent relationship building & interpersonal skills

➢ Good Poise at Communication and highly proficient in Speaking , Reading & Writing English, Hindi.

➢ Always Alert and poised.

**Professional Experience**

**AVIATION**

**Senior Cabin Crew**

* Indigo. Jun 2007 to July 2008
* British Airways Plc Aug 2008 to Mar 2010
* Jet Airways International Ltd. Mar 2011 to Feb 2016
* ZOOMAIR. Jan 2021 till Mar 2021

**Aircraft Expertise : - ATR, Airbus 320/**

 **Boeing - 747 , 777 and 737**

* **Holding Valid DGR, CRM, SMS , First Aid certifications**
* **Holding Valid US VISA of 10 years.**

**Destinations** : - London, Italy, Dubai, Doha, Abu dhabi, Dammam, Singapore, Thailand,USA

 **Key Deliverables: In-flight Operations**

➢ Attending pre-flight briefings concerning weather, altitudes, routes, emergency procedures,

➢ Demonstrated use of seat belt, oxygen masks and life vests to guests

➢ crew coordination, length of flights, food & beverage services offered and numbers of passengers.

➢ Conducting briefing and debriefing for every flight.

➢ Ensured proper cabin and galley securance during take-offs and landings.

➢ Maintain a high level of discipline of oneself and the crew under my charge as stipulated in the rules and regulations specified

**Competency Insight**

➢ Ensure strict adherence to company grooming standards;

➢ Ensure that the company image and value systems are upheld at all times;

➢ Ensuring that passengers follow safety procedures correctly in emergency situations.

➢ Giving first aid to passengers where ever necessary. CPR and First aid qualified.

➢ Completing paperwork, including writing a flight report.

➢ Always alert with respect to suspicious objects on board and abnormal passenger behavior.

➢ Establish effective coordination with other cockpit crew & all ground staff

**Core Skills**

➢Strong Communication & Interpersonal Skills

➢Decision making ability

➢Team Work

➢Leadership Skills

➢Query Resolution

➢Client relationship management

➢Client satisfaction

➢Conflict resolution.

➢Time Management

➢Multitasking

➢Polite and Humble

➢Excellent Customer Service skills

➢Pay attention to every detail

**RETAIL**

 **Customer Relationship Manager- SALES**

* Sunil Mehra (Luxury – BESPOKE MEN’s Line) Delhi Jan 2016 to Jun 2018

 & Jun 2018 to Aug 2019

* LEXUS India ltd. Gurgaon. (Luxury Cars) May 2017 to Feb 2018

* Freelancing – Fashion Designing. Aug 2021 till date

➢Staying in touch with Existing Clients for new design/ fabric / accessories updates.

➢HR- Hospitality Co ordination

➢Creating and maintaining a strong relationship with the customer

➢Gaining a unrivalled brand immersion experience.

➢Overview of, critical analysis of stock , staff training, presentation skills.

➢Managing Daily Appointments with Existing and new Customer

➢Assisting Brands Events/planning/client service

➢ Enhancing great customer experience.

➢Giving Customers a unique experience with excellent hospitality and attention.

➢Focusing on retaining and delighting customers.

➢Goal is not to have a customer service that is not just the best ,but legendary

➢Creating and maintaining a strong relationship with the customer.

➢Meeting sales target.

**Academic Qualification**

Graduate in Fashion Designing

J D Institute of Fashion Technology 1998 to 2001

**Personal Information**

Weight : 52kg

Height : 164cm

Marital Status : Single

Father’s Name : Mr D L Thapar

Add: Vasant Kunj Enclave.

New DELHI. 110070

**Hobbies**

Swimming, Travelling, Badminton

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